

<b>Notice of References Cited</b>	Application/Control No. 10/029,800	Applicant(s)/Patent Under Reexamination SMITH ET AL.	
	Examiner Jonathan G. Sterrett	Art Unit 3623	Page 1 of 5

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-5,623,404	04-1997	Collins et al.	705/9
*	B	US-5,848,403	12-1998	Gabriner et al.	706/13
*	C	US-5,920,846	07-1999	Storch et al.	705/7
*	D	US-6,578,005	06-2003	Lesaint et al.	705/8
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U l	"Return on Investment Model", web.archive.org webpage of Norand.com, Feb 6, 1998, pp.1-5.
	V l	"Norand-Payback", web.archive.org webpage of Norand.com, Feb 6, 1998, pp.1-2
	W l	"Norand-Products", web.archive.org webpage of Norand.com, Feb 6, 1998, pp.1-5
	X l	"Norand-Case Study", web.archive.org webpage of Norand.com, Feb 6, 1998, pp.1-3.

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

<b>Notice of References Cited</b>	Application/Control No. 10/029,800	Applicant(s)/Patent Under Reexamination SMITH ET AL.	
	Examiner Jonathan G. Sterrett	Art Unit 3623	Page 2 of 5

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U <sup>2</sup>	Haugen, Dyan L.; Hill, Arthur V; "Scheduling to Improve Field Service Quality", Summer 1999, Decision Sciences, 30, 3; ABI/INFORM Global, pp.783-804.
	V <sup>2</sup>	Freedman, David H; "Case Study: Gas Attack", Aug 25, 1997, Forbes ASAP Supplement, pp.45-52, Dialog 01485548 01-36536.
	W <sup>2</sup>	McCarthy, Vince; "The Transformation of the public network", Mar 20, 1995, Telephony, v228n12, pp.88-100, Dialog 01005521 96-54914.
	X <sup>2</sup>	Paz, Noemi M; Leigh, Willaim; "Maintenance scheduling: Issues, results and research needs", 1994, International Journal of Operations & Production Management, v14n8, pp. 47-69, Dialog 00956565 96-05958.

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

<b>Notice of References Cited</b>	Application/Control No. 10/029,800	Applicant(s)/Patent Under Reexamination SMITH ET AL.	
	Examiner Jonathan G. Sterrett	Art Unit 3623	Page 3 of 5

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	u3	Tseng, Paul C; Lewis, Malcom; "Best Practices and Design Tips", April 1999, Contracting Business, v56, n4, p2s84(1), Dialog 06305741 54514903.
	v3	Jewett, Dale; "Service Call", July 21, 1997, Automotive News, p6l, Dialog 05140584 47847132.
	w3	Southerland, Randy; "Not your typical garbagemen", Feb 2000, Waste Age, 31, 2, ss50, Dialog 11970477 60110303.
	x3	"The Luxury Class Database", April 3, 1995, InformationWeek, n 521, p 100+, Dialog 00593604 23168942.

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

<b>Notice of References Cited</b>	Application/Control No. 10/029,800	Applicant(s)/Patent Under Reexamination SMITH ET AL.	
	Examiner Jonathan G. Sterrett	Art Unit 3623	Page 4 of 5

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U <sup>4</sup>	Ivey, Mike; "Cub: Toughen Penalties Vs. Ameritech", Sep 7, 2000, Madison Capital Times, Madison, Wisconsin, p. 1E, ProQuest ID 59714682.
	V <sup>4</sup>	Jaffe, Charles; "Gas Supplier takes timing seriously if deliveries are late, the product is free", Feb 5, 1989, The Morning Call, Allentown PA, p.D.01, ProQuest ID 92485879.
	W <sup>4</sup>	Lister, Karen; "Improvements cited in Portland cable service", Jul 21, 1995, Corpus Christi Caller Times, Corpus Christi, Tex., Sec. B, p.2, ProQuest 6892257.
	X <sup>4</sup>	"Norand-Field Service", web.archive.org webpage of Norand.com, Feb 6, 1998, pp.1-2.

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

<b>Notice of References Cited</b>	Application/Control No. 10/029,800	Applicant(s)/Patent Under Reexamination SMITH ET AL.	
	Examiner Jonathan G. Sterrett	Art Unit 3623	Page 5 of 5

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	US	"Norand-Training", web.archive.org webpage of Norand.com, Feb 6, 1998, pp.1-2.
	VS	Wood, Michael; "Fighting the paperwork nemesis", Mar 1996, American Gas, v78n2, pp.32-33, Dialog 01179245 98-28640.
	WS	"Powering better customer service. (Boston Edison implements mobile computing solution)", May 1997, Communication News, v34, n5, p50(2), Dialog 02070908 19414033.
	XS	Kosseff, Jeffrey; "Service Delays May Lead to AT&T Fine", Jul 18, 2001, The Oregonian, Portland, Ore., pg.C.01, ProQuest ID 75527844.

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.